

Australian Business Excellence Framework

City Policy

Responsible Directorate: Office of the CEO

Objective: To provide a policy framework that:

- Aligns the City's leadership and management systems with the Australian Business Excellence Framework;
- Establishes the principles and practices for excellence in governance.

1. Definition:

“**Australian Business Excellence Framework**” is a nationally recognised leadership and management system that describes the elements essential to organisations sustaining high levels of performance, and is used to assess and improve organisational performance.

2. Statement:

The City of Joondalup is committed to delivering best practice, high quality and efficient services to all stakeholders. The *Australian Business Excellence Framework* provides an umbrella under which a number of business initiatives can be integrated to form one coherent cohesive organisational systems model.

3. Details:

3.1 Principles

The *Australian Business Excellence Framework* (ABEF) is an integrated leadership and management system based on Principles of Excellence to which organisational leadership and management can be aligned and which underpin the Framework.

3.2 Categories and Items

The Principles are interpreted through Categories which describe the main elements of best practice in the following organisational areas:

- Leadership
- Strategy and Planning

- Information and Knowledge
- People
- Customer and Stakeholder
- Process Management, Improvement and Innovation
- Results and Sustainable Performance

The Categories are further categorised into Items which provide specific guidance to organisations on what they must address in order to achieve organisational excellence and long term goals.

An assessment against the Framework requires an organisation to demonstrate its *Approach, Deployment, Results and Improvement* for each Item. This learning cycle assists in examining whether an organisation has:

- a structured and systematic approach to planning its strategies, processes and systems;
- implements or deploys them effectively;
- monitors the effectiveness of implementation and;
- incorporates improvement actions into these strategies, processes and systems to achieve best practice across all activities.

3.2 Integration of Other Business Methodologies

The Framework provides an umbrella under which other accredited business initiatives can be implemented. These include initiatives such as ISO 9001 Quality Management, AS/NZS ISO 31000:2009 Risk Management and other improvement frameworks or internationally accredited best practice methodologies which the City has implemented to guide specific organisational activities.

Creation Date:

October 2007

Amendments:

CJ032-03/06, CJ207-10/07, CJ105-06/17

Related Documentation:

- *Australian Business Excellence Framework*